

LEAD SYSTEMS INTEGRATOR

DISTINGUISHING FEATURES

The fundamental reason the Lead Systems Integrator exists is to provide systems analysis, design, development, implementation, and maintenance of applications in support of departmental functions in an assigned Division or Department. Maintains relationships and fosters communication with the IS Department. This classification supervises technical support positions. Work is performed under general direction of a Manager or Director of the assigned area. The Lead Systems Integrator is distinguished from a Sr. Systems Integrator by the considerable knowledge of the division's processes, serving as project leader for technical projects, and programming or development responsibilities. This position is further distinguished by the supervisory responsibilities for other technical staff in the division.

ESSENTIAL FUNCTIONS

Based on the assigned division or department, may perform most, or all, of the following functions:

Assists with the design, development, maintenance, and installation of software and interface components. Provides site configuration and administration for assigned software products.

Provides "day to day" administration and maintenance of the Division or Department's automation system, which supports direct customer service and/or staff activities.

Develops alternatives to existing operation by identifying and documenting solutions to solve problems and determines feasibility of different technology options and solutions; obtains user input regarding solutions to pursue; reviews application requirements with users; produces data conversion plans and participates in walk-through of the systems design and procedures. Develops utilizing the latest development software tools.

Researches and reviews current software and hardware products to recommend for implementation which ensures the assigned area stays current with present and future technology trends and City standards. Plans and implements installation and upgrades to systems.

Manages all aspects of projects to ensure timely completion.

Resolves operational problems for users, analyzes operations from the public customer's viewpoint and ensures that all internal and external customer requests and problems are being appropriately and adequately resolved in a timely manner.

Develops procedures manuals and related forms to ensure smooth operation of information systems. Assists with system and network security issues.

Designs and develops the assigned areas web pages in consultation with other staff. Responds to changes in web technology to keep assigned area current and responds to expressed customer suggestions regarding the web pages to ensure that the public is able to utilize the web pages to obtain services and information.

Provides technical direction and support, including budge projections. Determines current and future software and hardware needs. Assists with strategic planning. Creates and maintains disaster recovery plan.

Supervises and evaluates direct reporting staff. Trains, mentors, and coaches other staff to fully develop their technology skills to provide depth of knowledge for the continuation of quality products and services.

Communicates with users in a one-to-one setting or group setting. Provides instructions and information and responds to questions; trains staff in use of specific software, information seeking techniques, etc. Learns job-related material primarily through oral instruction and observation in partnership with users. Encourages the adoption of new technology, assisting staff and customers to manage change effectively and creates solutions to technology based issues.

Interacts with staff, management staff and customers to communicate project status efforts, system analysis, and design and operation data.

Serves as a liaison to the Information Systems Department. Assists in prioritization, submission and implementation of requests for service.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Systems analysis and design

Business practices and procedures, computer equipment, open systems, networking and client server environments.

Several programming languages such as, Visual Basic and SQL Server

Microsoft NT, Microsoft 2000 and related Office software programs

Open systems procedures, operations, data flow, and record maintenance

Ability to:

Produce written documents and make oral presentations in a clear, concise and effective manner.

Analyze users needs and translate those needs in the computer function.

Listen and communicate effectively both verbally and in writing with a diverse group of people including users, managers, vendors and the public to address concerns and recommend alternatives.

Identify problems and causes and to develop effective solutions.

Establish and maintain effective working relationships with all City staff.

Understand Visual Basic and SQL Server to troubleshoot and correct problems. Use Access in technical solutions.

Supervise, train, and develop employees effectively.

Produce oral and written reports with clearly organized thoughts using proper sentence construction, grammar, and punctuation.

Comprehend and makes inferences from written material and verbal instructions.

Operate a variety of standard office equipment using continuous and repetitive arm, hand, and eye movement.

Lift and move computer equipment up to 20 pounds

Education and Experience:

Any combination of training, education, and experience equivalent to a Bachelors degree in computer information systems, computer science or a related field and 2 years experience system analysis or design, development, testing and implementing software applications including one year of supervisory experience. Experience in managing staff and an automated system in a PC/LAN environment, including experience in planning, coordinating and supervising the deployment of automated systems projects.

Master's degree in Information Systems, Computer Science and/or related to the assigned area is preferred.

FLSA STATUS: Exempt

HR ORDINANCE STATUS: Unclassified